

**Team aim - To ensure that everyone in Derby has the opportunity to be involved with the design, commissioning and quality of their care services**

In reading this document it is useful to note that, as a new project, many of the targets have been set without the aid of previous records. It will therefore be difficult to gauge their relevance or the impact and relative success of the project until future years.

**Legend –**

- Mark Blaney – MB
- Susannah Towne – ST
- Saima Ayaz – SA
- Lyndsey Ramsden – LR
- LiNk Team - all above
- LiNk Volunteers - available LiNk members

Outcomes – What we are going to achieve (qualitative)

Strategic Objective	Outcome	Notes	By Whom
Health and Social Care Sector	We will involve as wide a cross section of Derby's population as possible in the design, commissioning and quality of care services	We will inform LiNk and network members of developments with and opportunities to participate in involvement from care providers via;	
		<u>Participation</u> <ul style="list-style-type: none"> <li>• Surveys</li> <li>• Focus Groups</li> <li>• Questionnaires</li> </ul>	SA / MB
		<u>Informing</u> <ul style="list-style-type: none"> <li>• Public Events</li> <li>• Mail outs and information sharing</li> <li>• Derby LiNk website</li> <li>• Community / Citizen panels</li> </ul>	ST / LR
		<u>Both</u> <ul style="list-style-type: none"> <li>• Public and Network meetings</li> </ul>	LiNk Team

	<p>We will offer a range of involvement opportunities to suit participants skills, experience and time commitments, based on a “ladder of involvement”</p> <ul style="list-style-type: none"> <li>• <b>Informing</b> – both distributing and receiving information from the public</li> <li>• <b>Consultation</b> – on design, commissioning and delivery of services, via meetings, surveys, focus groups etc</li> <li>• <b>Partnership</b> – Sharing planning and decision making responsibilities via joint committees and board representation</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain an accurate database of networks, community groups and interested individuals, willing to receive and comment on information from care providers</li> <li>• Have an Ambassador or Representative for every relevant group, network or meeting</li> <li>• Develop and maintain strong relationships with care providers, commissioners, etc to ensure relevant information is shared with Derby LINK</li> <li>• We will ensure that Derby LINK is invited to take part at the earliest stages of service design, commissioning and consultation to allow sufficient time to consult with our members and networks and feed back their responses</li> <li>• Accept the offers from care providers for LINK member places at Board meetings, OSC meetings, planning groups, interview panels, commissioning groups and any other relevant arena where LINK can ensure public involvement.</li> </ul>	<p>LR</p> <p>SA</p> <p>MB</p> <p>MB</p> <p>LINK Team</p>
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	<p>We will maintain an awareness of any trends in issues raised with care providers relating to quality of service.</p> <p>We will use this information to keep our members and networks informed</p>	<ul style="list-style-type: none"> <li>• Access PALS and ICAS reports for health services</li> <li>• Attend meetings of City Overview and Scrutiny Commission for Social Services</li> <li>• Compile reports of issues</li> <li>• Present these reports to the Overview and Liaison Group</li> <li>• Publish the reports on the Derby LINK website</li> </ul>	<p>MB</p> <p>MB / LINK Members</p> <p>New Deal Volunteer</p> <p>MB</p> <p>LR</p>

Outputs - What we are going to achieve (quantitative)

Strategic Objective	Output	Previous year's performance	18 Month Target	Notes	By Whom
Health and Social Care Sector	Scrutiny of issues raised via individuals or LINK members	n/a	<ul style="list-style-type: none"> <li>18 issues reviewed using scoring criteria and presented to the monthly Overview and Liaison Group for consideration prior to LINK becoming fully involved.</li> </ul>	<p>Equates to one issue per month</p> <p>Members will have final say on level of involvement with process</p>	MB
	Commissioning or redesign of services	n/a	<ul style="list-style-type: none"> <li>To be invited to be involved in the commissioning process for 18 new or redesigned services</li> </ul>	Members will have final say on level of involvement with process	MB
	Involvement	n/a	<ul style="list-style-type: none"> <li>A member of the LINK team will attend each network, cluster or forum meeting with a health and social care interest to inform about the work of LINK and as required thereafter</li> <li>9 surveys carried out, generated from care providers or internally from LINK</li> <li>Recruitment of 30 full members</li> <li>Unlimited participant members</li> </ul>		<p>SA and LINK Team</p> <p>ST / LR</p>

			<ul style="list-style-type: none"> <li>• At least 1 member from each ward in the city.</li> <li>• At least 1 member from each of the six inequality groups <ul style="list-style-type: none"> <li>○ Race / Ethnicity</li> <li>○ Age</li> <li>○ Gender</li> <li>○ Religion</li> <li>○ Sexuality</li> <li>○ Disability</li> </ul> </li> <li>• 25% of members with social services interest</li> </ul>		SA
	Marketing  Raise the awareness of Derby LiNk and its role	n/a	<ul style="list-style-type: none"> <li>• Develop Website</li> <li>• Produce annual report</li> <li>• Produce information leaflet</li> <li>• Produce membership pack including folder, information leaflet and stationary</li> <li>• Organise 3 events (including launch event)</li> <li>• Attend 18 external events</li> </ul>	Publicise any newsworthy stories as and when they occur	ST / LR   ST / LR  SA  ST / LR

			<ul style="list-style-type: none"> <li>• Produce one LINK involvement press release every 8 weeks</li> <li>• Produce articles for volunteer sector newsletters</li> <li>• Attend relevant network meetings</li> </ul>		
	<p>Monitoring</p> <p>Record activities of LINK for monitoring against terms of contract</p>		<ul style="list-style-type: none"> <li>• Maintain accurate records of LINK activity</li> <li>• Produce annual report</li> <li>• Produce quarterly reports for LINK Steering group, DCC and Derby CVS Board</li> <li>• Comment on Derby PCT Annual Health Check</li> <li>• Contribute to CSCI review</li> </ul>		

Activities (How we are going to achieve our outputs/outcomes)

Strategic Objective	Activity	By whom	When	Notes
Facilitate the LINK to develop appropriate governance structures and to define its overall direction	Develop ongoing work plan for LINK team and volunteers	Mark Blaney	October 2008	
	Develop agreed governance structure in discussion with LINK members	Mark Blaney	October 2008	

Provide the liaison with statutory Health and Social Care organisations in Derby	Meet monthly with partners at City Council and PCT	Mark Blaney	Ongoing	
Undertake the role of liaison with Derby CVS, including reporting on activity for performance management purposes	Keep detailed records of LINK activities and contacts to show progress against this work plan for quarterly board reports Ensure line manager is updated on development of LINK	Mark Blaney	Ongoing	
Provide line management for other LINK staff members.	Supplement regular monthly supervision of staff team with ongoing one to one support on a daily basis.	Mark Blaney	Ongoing	

### Activities

This can include as much detail as you like, including internal requirements for supervisions and appraisals, but as a minimum you need to include when you have planned to deliver forums, training courses, research projects, promotional campaigns, implementation of new initiatives (outreach, new vol opps etc) and any other substantial pieces of work that you are planning to do over the next year.

Month	Tasks
April	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting Effective Committee meeting training (external provider)

May	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting Derby LINK AGM
June	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting
July	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting Community Engagement training (external provider)
August	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting
September	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting
October	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting
November	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting Media awareness training (possibly Susannah)
December	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting, Staff appraisals
January	1 commissioning consultation, 1 community hijack event in a City ward,



	1 Management and 1 Action Committee meeting
February	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting, National LINKs Conference
March	1 commissioning consultation, 1 community hijack event in a City ward, 1 Management and 1 Action Committee meeting Cultural Awareness Training (external provider)